



Arizona  
Department  
of Housing

AZ MHBD

# Admin (Invite Only) – Portal User Guide



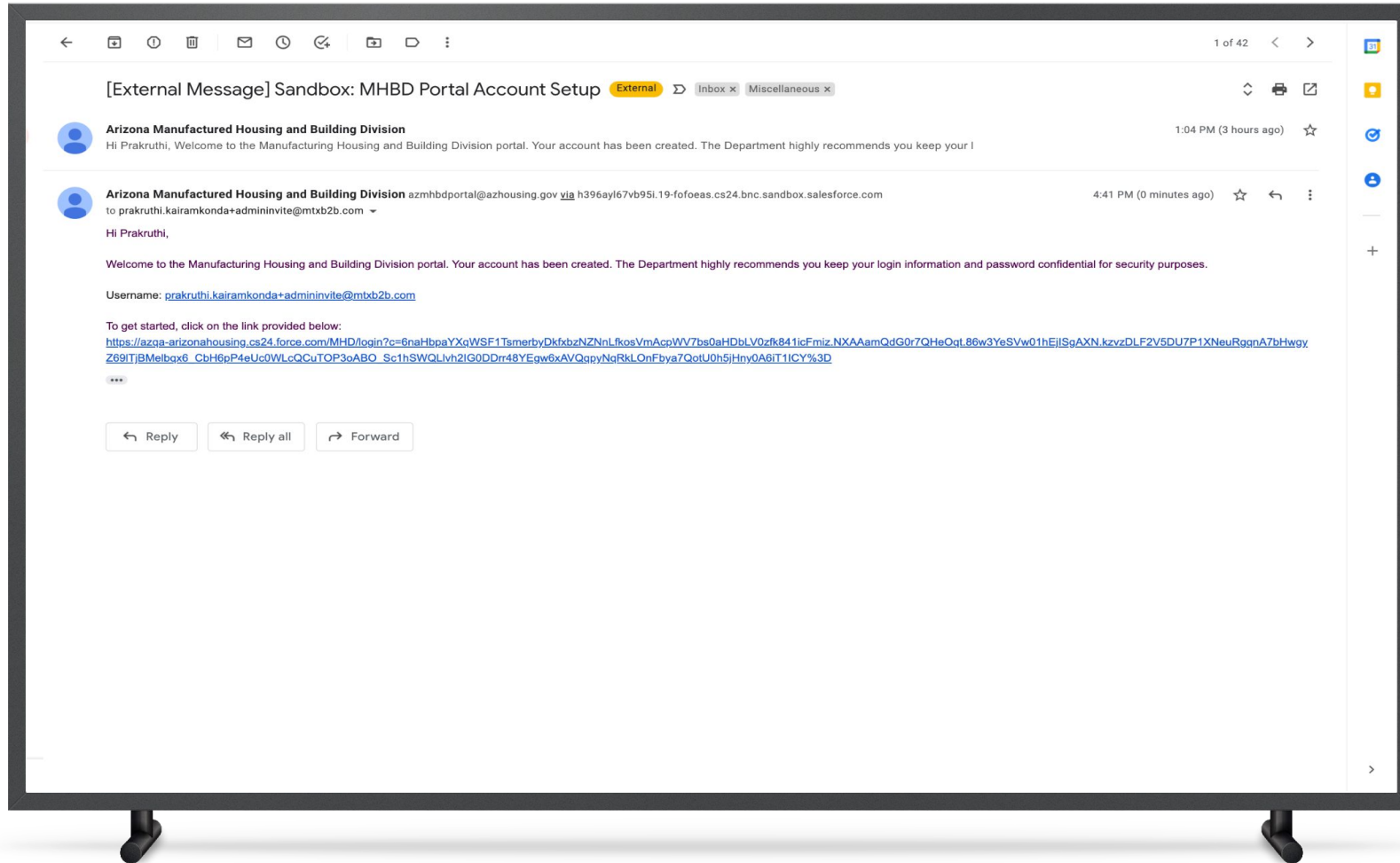
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# Login

# Invitation Link



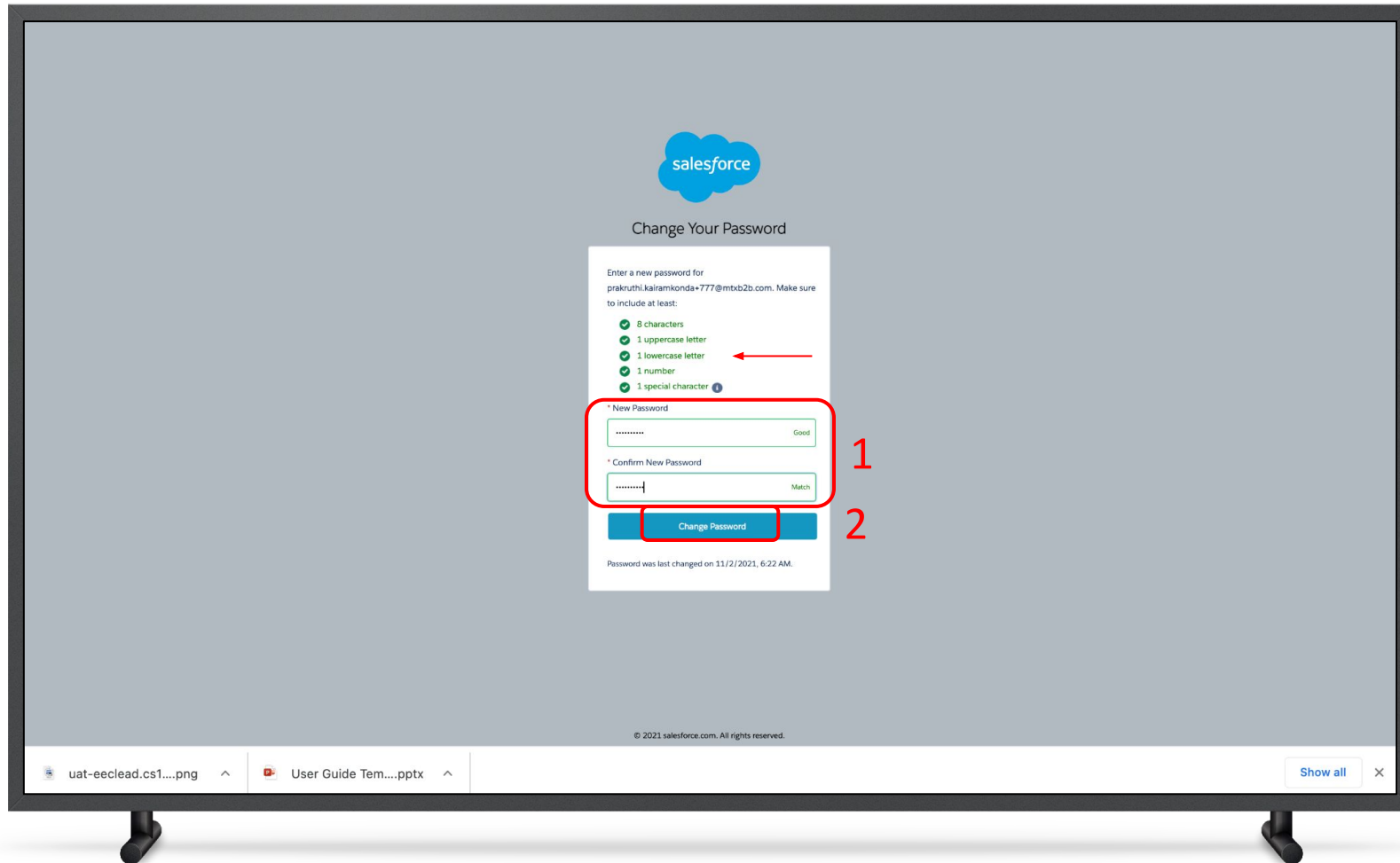
## Instructions

When a MHBD Licensee sends an invite, you will receive an account set up email to your registered email address. Click on the link; you will be navigated to the Change Your Password page.

## Key Points

Admins can't Register their account in the Portal.  
Any MHBD Licensee can create an account for the Admin and invite them to the portal.

# Password Reset



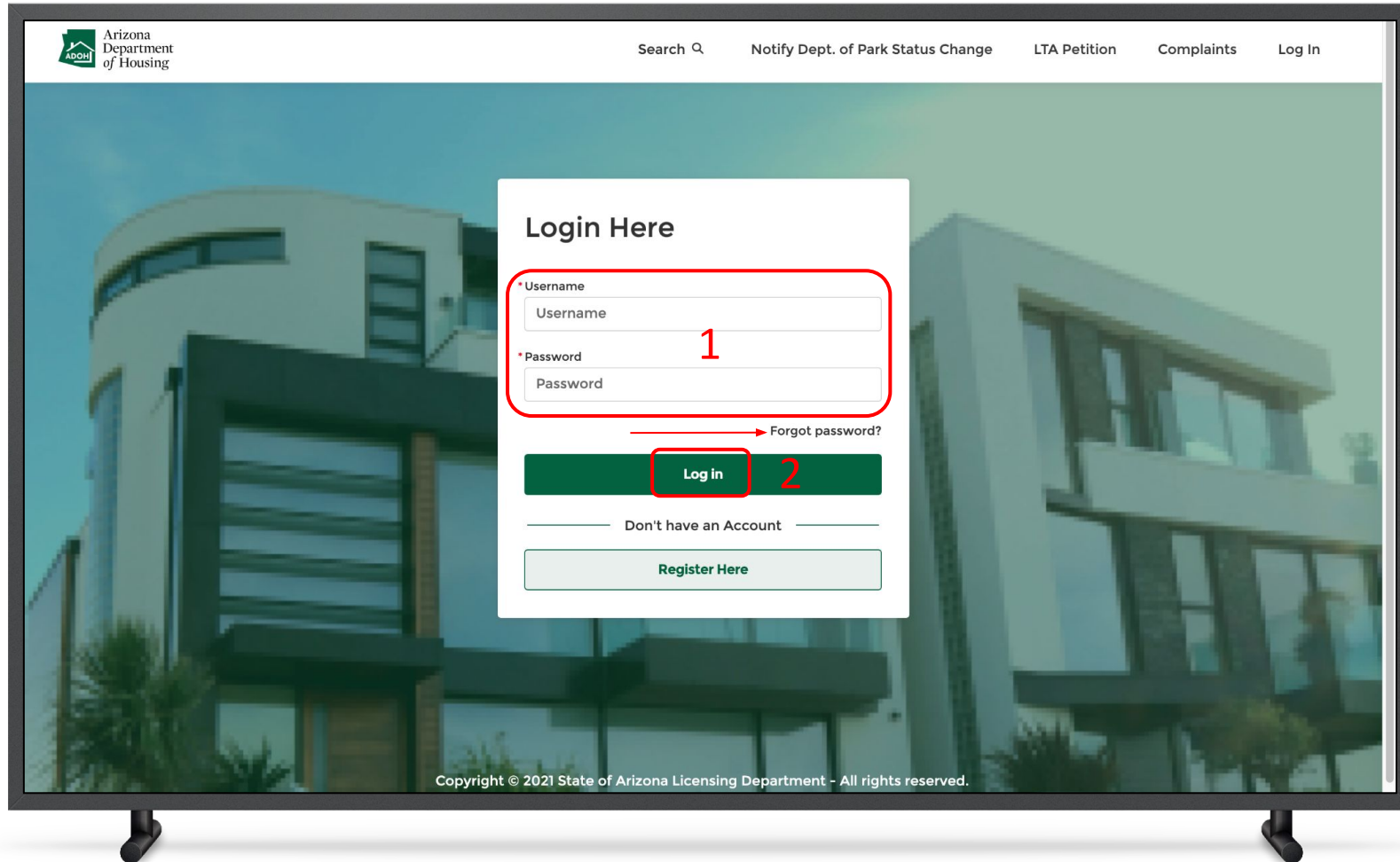
## Instructions

1. Enter New Password and confirm
2. Click 'Change Password' button

## Key Points

Make sure that the password meets the given criteria.

# Login



## Instructions

1. Return to the login page and enter Username and Password
2. Click 'Log in' button



## Key Points

If you can't remember your password, click 'Forget password?'



# Permit Application

# Permits

Arizona Department of Housing

Search My Profile Logout

Dashboard

**Permits**

Inspections

Plan Review

Certificates and Labels

Complaints and Appeals

Purchase History

Acknowledgement

Toggle

### Manage Permit Applications

1 Use the Quick links below to Apply for New Permits or Manage Existing Permits.

**New Permit Application**  
Click on New Permit Application below to Apply. Complete the Application to the best of your ability for Approval.

**New Permit Application** 2

**Withdraw Permit Application**  
Request to withdraw a submitted application that has not been approved.

Withdraw Permit Application

**Request Administrative Changes**  
Request Admin Changes.

Request Admin Changes

**All Permit(s)**  
View All Permit(s).

View All Permit(s)

**All Permit Application(s)**  
View All Permit Application(s).

View All Permit Application(s)

## Instructions

1. Click the **Permits tab** from the toggle menu bar
2. Click **New Permit Application**

## Key Points

You can also perform the following actions from this page:

- Withdraw Permit Application
- Request Admin Changes
- All Permits
- All Permit Applications



# Permit Application

Arizona Department of Housing

Search My Profile Logout

### New Permit Application

Permit Type

Select Permit Type

- Manufactured Home Installation Permit
- Factory Built Building Installation Permit
- Special Use Installation Permit
- Rehabilitation Permit

## Instructions

Select the **Permit Type** from the drop-down list .



## Key Points

If you select **Manufactured Home Installation Permit** or **Factory Built Building Installation Permit** types, you need to provide Installation City/Town.

# Permit Application

Arizona Department of Housing

Search My Profile Logout

### New Permit Application

Permit Type  
Manufactured Home Installation Permit

1 Installation City/Town  
Aguila

Installation County  
Maricopa County

2 Back Next

## Instructions

1. Select the **Installation City/Town**
2. Click **Next**

## Key Points

- The installation county will pre-populate based on the installation city or town selected
- If the installation county has an active Inspection Service Agreement with MHBD, you need to contact your local department for acquiring permits

# Permit Application - Owner Information

The screenshot shows the 'Manufactured Home Installation Permit Application' page. On the left is a vertical navigation menu with seven steps: 1. Owner Information (highlighted), 2. Installation Address, 3. Unit Information, 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main content area is titled 'Owner Information' and includes a red asterisk legend: '\* means required fields'. Below this is a dropdown menu labeled '\*Type' with a red box around it. The dropdown is open, showing two options: 'Individual' (highlighted in green) and 'Company'. At the top right of the main content area is a 'Delete' button. The top navigation bar includes the ADOH logo, 'Search', 'My Profile', and 'Logout'.

## Instructions

Select the **Owner Type** from the drop-down list.



## Key Points

The steps in the application differs based upon the **Permit Type** selected.

# Permit Application - Owner Information

The screenshot shows the ADOH website interface for a permit application. The top navigation bar includes the ADOH logo, 'Search', 'My Profile', and 'Logout' links. The main heading is 'Manufactured Home Installation Permit Application'. A sidebar on the left contains a progress indicator with seven steps: 1. Owner Information (highlighted), 2. Installation Address, 3. Unit Information, 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main content area is titled 'Owner Information' and contains several required fields marked with an asterisk (\*):

- \* Type: A dropdown menu with 'Individual' selected.
- \* First Name: A text input field containing 'John'.
- Middle Name: A text input field.
- \* Last Name: A text input field containing 'Test 1'.
- \* Area Code/Phone Number: A text input field.
- \* Email Address: A text input field.
- Mailing Address**: A section containing:
  - Search Address: A text input field with a search icon.
  - \* Street Address: A text input field.
  - Suite/Apt Number: A text input field.

## Instructions

Populate all the required fields.

## Key Points

- You can Save and Exit the application and restart the application later if needed
- All the fields with \* are mandatory

# Permit Application - Owner Information

Arizona Department of Housing

Search My Profile Logout

6 Document Upload

7 Pay and Submit

PERSONAL INFORMATION

\* Last Name

\* Area Code/Phone Number

\* Email Address

Mailing Address

Search Address

\* Street Address

Suite/Apt Number

\* City

\* State/Province

\* Zip/Postal Code

Back Next Save and Exit

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## Instructions

After populating required fields, click **Next**.

## Key Points

No key points.

# Permit Application - Installation Address

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Search My Profile Logout

Manufactured Home Installation Permit Application

Delete

Installation Address

\* means required fields

\* Street Address <sup>1</sup> State/Province Arizona

City/Town Aguilá \* Zip/Postal Code

County/Borough/Parish Maricopa County

Space Number Is the property in a flood plain area? <sup>2</sup>

Back Next Save and Exit

## Instructions

1. Populate the required information
2. Click **Next**

## Key Points

No key points.

# Permit Application - Unit Information

The screenshot shows the 'Unit Information' section of a permit application. On the left is a navigation menu with steps: 1. Owner Information, 2. Installation Address, 3. Unit Information (highlighted), 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main form area is titled 'Unit Information' and includes a 'Delete' button. A red box highlights a dropdown menu labeled 'Is the Home a Mobile Home or Manufactured Home?' with options 'Mobile Home' and 'Manufactured Home'. Other fields include 'Serial Number', 'Year of Manufacture', and 'Unit Size' (Width and Length in Feet). Navigation buttons 'Back', 'Next', and 'Save and Exit' are at the bottom.

## Instructions

Select the **Type of Home** from the drop-down list.

## Key Points

No key points.

# Permit Application - Unit Information

The screenshot shows the 'Unit Information' section of a permit application. On the left, a navigation menu lists steps: 1. Owner Information, 2. Installation Address, 3. Unit Information (highlighted), 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main form area is titled 'Unit Information' and includes a red asterisk indicating required fields. The first field is a dropdown menu labeled 'Is the Home a Mobile Home or Manufactured Home?' with 'Mobile Home' selected; this field is circled in red with a red '1' next to it. Below it is a dropdown for '\* Where is the home coming from?'. The second field is a text input labeled 'Address mobile home came from', circled in red with a red '2' next to it. Below this is a 'Search Address' field with a magnifying glass icon. The remaining fields are: '\* Street Address', 'Suite/Apt Number', '\* City', '\* State', and '\* Zip/Postal Code'.

## Instructions

1. Enter where the home is coming from, if you have selected Mobile Home
2. Enter the **Address details**

## Key Points

No key points.



# Permit Application - Unit Information

Arizona Department of Housing

Search My Profile Logout

Suite/Apt Number

\* City

\* State

\* Zip/Postal Code

\* Is a Rehabilitation Permit required by your local jurisdiction above and beyond the requirements set forth by AZ DOH?

\* Was this mobile home manufactured before June 15, 1976?

\* Unit Manufacturer

\* Serial Number ⓘ

\* Year of Manufacture

Unit Size

\* Unit Size (Width in Feet) X \* Unit Size (Length in Feet)

Back Next Save and Exit

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## Instructions

Click the **Next** button.

## Key Points

No key points.

# Permit Application - Scope of Work

Arizona Department of Housing

Search My Profile Logout

Delete

## Manufactured Home Installation Permit Application

- Owner Information
- Installation Address
- Unit Information
- 4 Scope of Work & Required Licenses**
- 5 Required Information
- 6 Document Upload
- 7 Pay and Submit

### Scope of Work & Required Licenses

\* means required fields

ADOH licensed Installer, Dealer:  
ADOH licensed Installer/Dealer is required for each Installation Permit.

Search License by Number

1

\* License Company Name

\* License Classification

\* License Number

\* Licensee Email Address

Check appropriate boxes below for work scopes to be completed by licensee/contractor. Provide company name, license number and classification of each entity performing work.

2 **Site Prep / Excavation**

- Pad construction and compaction
- Grading and drainage

**Foundation System**

- Footings
- Stem Wall
- Retaining wall
- Skirting (Part of Foundation)
- Piers and column supports

## Instructions

1. Search for the license by the number and selecting the License Number, related details will auto-populate
2. Select the **Scope of work** from the list

## Key Points

No key points.

# Permit Application - Scope of Work

Arizona Department of Housing

Search My Profile Logout

Water supply connection and completion  
 Drain, Waste, Vent connection and completion  
 Sewer connection and completion

**Gas**  
 Section to section completion  
 Supply connection and completion

**Electric**  
 Section to section connections  
 Supply connection and completion

**HVAC (Mechanical)**  
 Section to section connections  
 Connection and completion of external components

**Evaporative Cooler**  
 Connection and completion of external components

**Accessories**  
 Skirting (Not part of Foundation)  
 Awning/Carport  
 Garage

Porch/deck

2

Add Licensee/Contractor

License Number	License Classification	Company Name	Action
No Licensee(s)/Contractor(s)			

Back Next Save and Exit

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## Instructions

1. Connect the license or contractor to the selected Scope of Work
2. Click **Add Licensee/Contractor**, if they are not associated already

## Key Points

No key points.

# Permit Application - Scope of Work

Arizona Department of Housing

Search My Profile Logout

Water supply connection and completion  
Drain, Waste, Vent connection and completion  
Sewer connection and completion

Gas  
Section to section completion  
Supply connection and completion

Electric

**Add Licensee/Contractor for Garage**

ROC Search

Search License by Number

LA-43717

License Number: LA-43717 License Classification: Installer

Company Name: Savvy Limited Email Address: saumya.singh+emiley@mtxb2b.com

Cancel Add

No Licensee(s)/Contractor(s)

Back Next Save and Exit

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## Instructions

1. Search for the license by the number and select the License Number, other details will auto-populate
2. Click **Add**

## Key Points

No key points.

# Permit Application - Required Information

Arizona Department of Housing

Search My Profile Logout

Owner Information  
Installation Address  
Unit Information  
Scope of Work & Required Licenses  
**Required Information**  
Document Upload  
Pay and Submit

### Required Information

\* means required fields

1 Dealer Information  
 No Dealer

2 \* Is the property in a flood plain area?  
No

3 Responsible Party Information

License Number  
License Number License Classification  
Email Address Name

Permit Purchaser's Information

\* First Name: Veronica  
\* Last Name: Guerra - Homeowner  
\* Email Address: gmhs7@hotmail.com  
\* Phone Number

Back Next Save and Exit

## Instructions

1. Check **No Dealer** if a dealer is not required, If required, fill in the Dealer Information field
2. Answer **Yes or No** to “Is the property in a flood plain area” question
3. Populate the **Responsible Party Information**
4. Click **Next**

## Key Points

No key points.

# Permit Application - Documents Upload

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Delete

Document Upload

\* means required fields

Document Name	Upload Action	Uploaded Documents
Planning and Zoning Permit	Upload Files	
Flood Plain Permit (if applicable)	Upload Files	
Tax Clearance Permit (504 County Assessor's Permit) *	Upload Files	View Files

Back Next Save and Exit

## Instructions

1. Click the **Upload Files button** and upload all the required information
2. Click **Next**

## Key Points

Documents with \* are mandatory.

# Permit Application - Documents Upload

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Document Upload

\* means required fields

Document Name	Upload Action	Uploaded Documents
TEST DOCS.png 214 KB		
1 of 1 file uploaded		
Tax Clearance Permit (504 County Assessor's Permit) *	Upload Files	

Upload Files

TEST DOCS.png  
214 KB

1 of 1 file uploaded

Done

Next

Save and Exit

## Instructions

1. Once the file is uploaded click **Done**
2. Click **Next**

## Key Points

No key points.

# Permit Application – Pay and Submit

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Owner Information  
Installation Address  
Unit Information  
Scope of Work & Required Licenses  
Required Information  
Document Upload  
Pay and Submit

### Pay and Submit

Product Description	Quantity	Fee
Mobile/MFG Home	1	\$360.00

Total Fee: \$360.00

Click on Pay button below to make the payment.

Pay

Back Save and Exit

## Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to the State of Arizona Checkout Utility page

## Key Points

No key points.



# Permits - Pay and Submit

The screenshot shows the 'State of Arizona Checkout Utility' interface. At the top, there is a blue header with the state seal and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the form is titled 'CHECKOUT - PAYMENT INFORMATION'. The form is divided into several sections:

- Section 1:** A red box labeled '1' encompasses the entire 'CHECKOUT - PAYMENT INFORMATION' form.
- Section 2:** A red box labeled '2' encompasses the 'Billing Address' section, which includes fields for \*Billing Address (XYZ), \*State (AZ), \*City (NM), \*Zip (85018), \*Email (prakruthiemail@gmail.com), and \*Phone Number (999-999-9999).
- Section 3:** A red box labeled '3' encompasses the payment method selection area, which includes radio buttons for 'Credit Card' (selected) and 'Electronic Check', along with logos for Discover, American Express, Mastercard, and Visa.
- Section 4:** A red box labeled '4' encompasses the 'Credit Card Number' field (4159282222222221), the 'Expiration Date' dropdown (March 2024), and the 'CVV/CSV' field (655).
- Section 5:** A red box labeled '5' encompasses the 'Continue' button at the bottom right of the form.

## Instructions

1. You will be directed to the Payment Information page
2. Populate the **Payment Information**
3. Select the **Card Type** by checking the radio button
4. Provide the **Card Details**
5. Click **Continue**

## Key Points

Credit cards issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a US entity or bank.

# Permits - Pay and Submit

State of Arizona Checkout Utility  
State of Arizona

### Order Review

Please review your order and ensure the information below is correct before proceeding.  
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

## Instructions

Review the order details.

## Key Points

No key points.

# Permits - Pay and Submit

XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

**Note:**

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility  
State of Arizona

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## Instructions

Scroll down and click **Authorize**.

## Key Points

No key points.

# Permits - Pay and Submit

State of Arizona Checkout Utility  
State of Arizona

**Receipt**

Thank you for your payment. Your payment was successful.  
**Do not close this window. Click the "Continue" button to return to the Agency application.**

**YOUR PAYMENT IS COMPLETE**

Payment is complete. Print this receipt for your records.  
Your authorization number is **501689**.  
Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download receipt](#) [Continue](#) 1

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

## Instructions

You will land on receipt page

1. Click **Continue**

## Key Points

You can download the receipt by clicking the **Download Receipt button**.

# Permit Application – Pay and Submit

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Owner Information  
Installation Address  
Unit Information  
Scope of Work & Required Licenses  
Required Information  
Document Upload  
Pay and Submit

Pay and Submit

Thank you! Your payment was successfully processed.  
Click on Submit button below to complete the application.

View Receipt 1

Back Submit 2

Delete

## Instructions

Once you click **Continue**, you will be redirected to the Application page

1. If you want to view the Receipt, click the **View Receipt button**
2. Click **Submit**

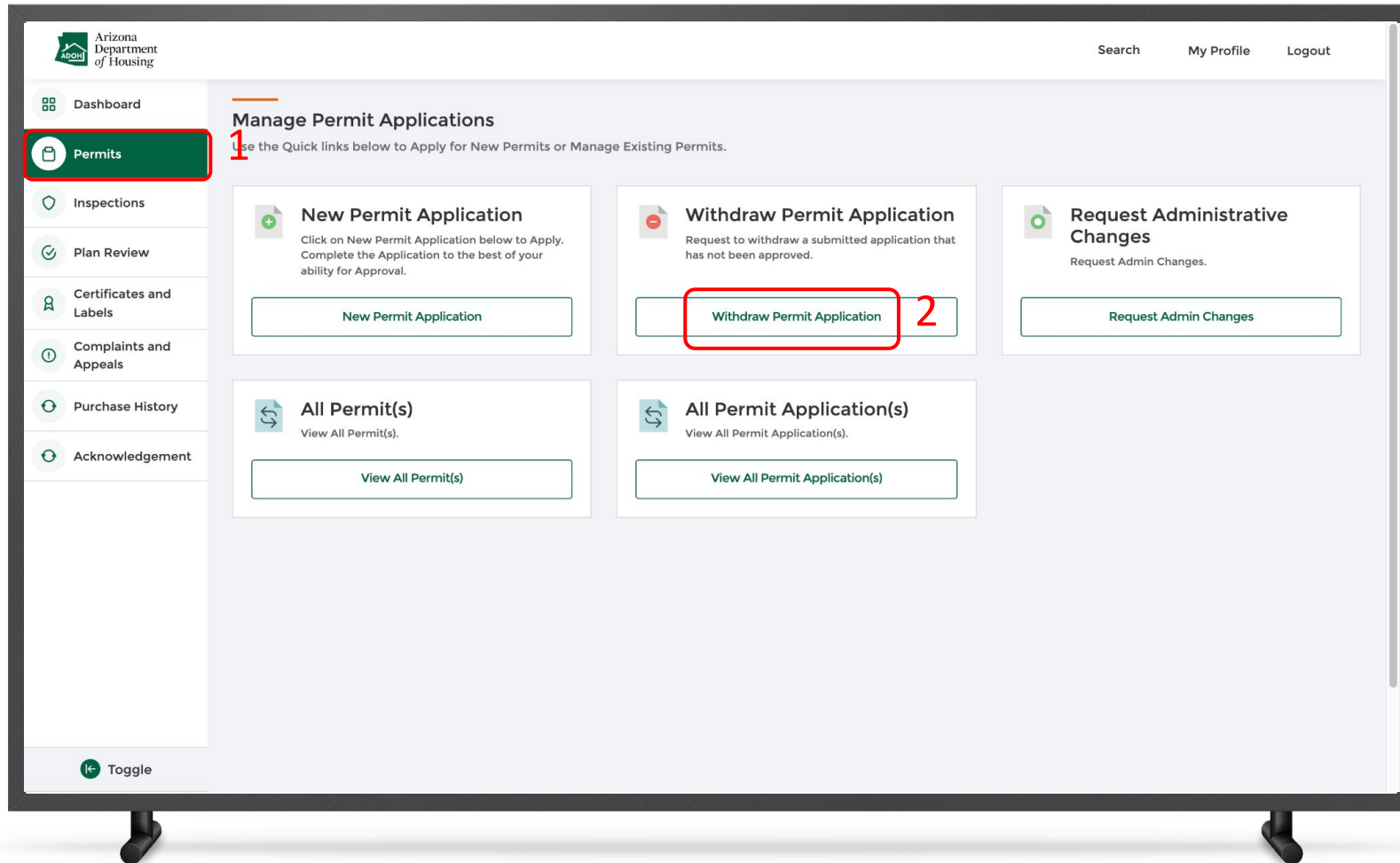
## Key Points

No key points.



# Permit Application - Withdraw

# Permit Application - Withdraw



## Instructions

1. Click on **Permits** from the toggle menu bar
2. Click **Withdraw Permit Application**

## Key Points

The application can be withdrawn if it is in the submitted or under review status.

# Permit Application - Withdraw

Arizona Department of Housing

Search Manage Users My Profile Logout

### Withdraw Permit Application

Application can be filtered by number or type using the fields below.

**Please note:**  
Manufactured Housing and Building Division  
A withdrawal application may be requested before an application is approved. Please select the eligible application below.

Application Number:  Application Type:

Application Number	Business Name	Application Type	Permit Type	Submitted Date	Action
AZ-0000267	Apex	Permit Application	Manufactured Home Installation Permit	2022-01-28	<input type="button" value="Withdraw Application"/>

Page 1 of 1

## Instructions

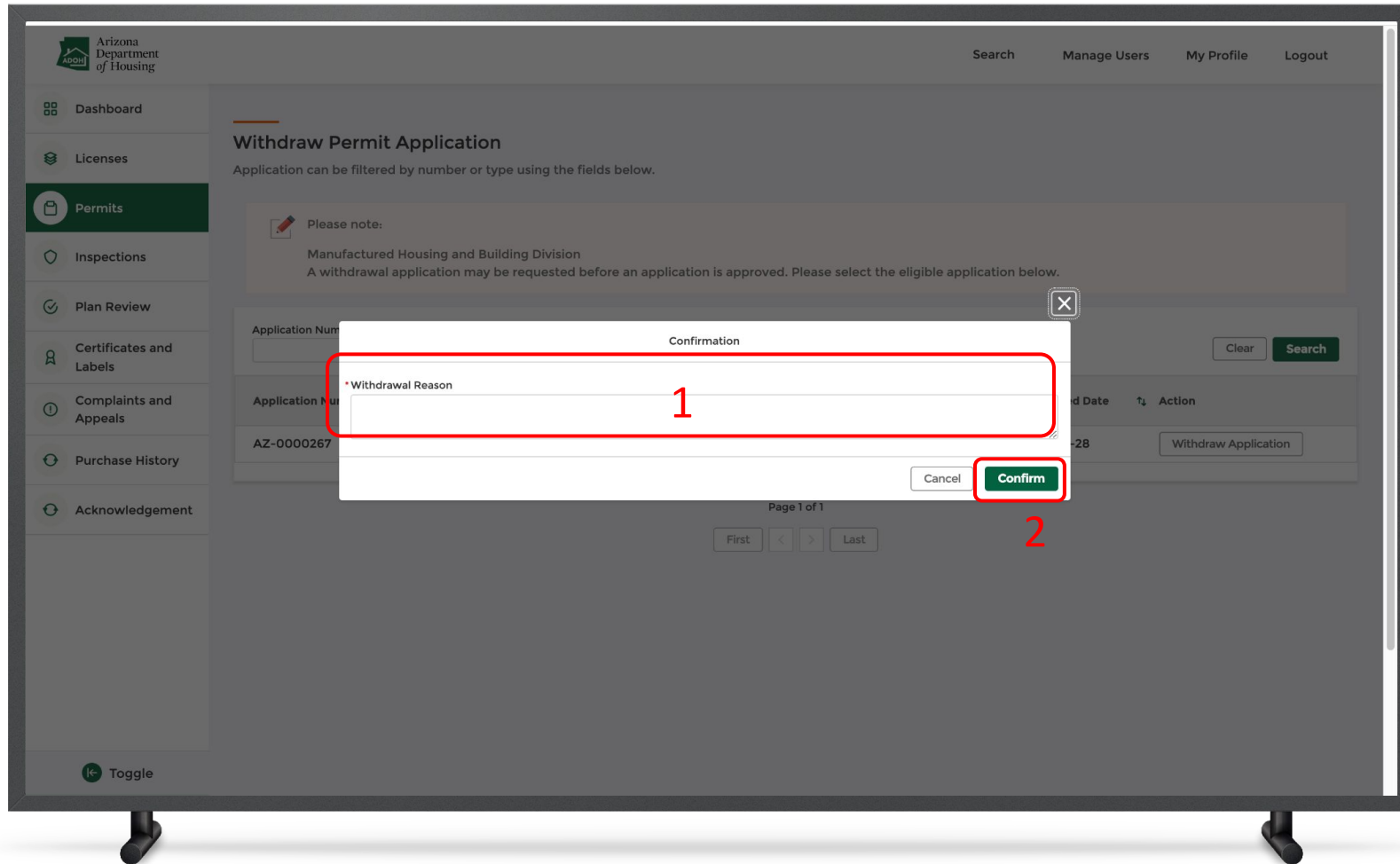
Click **Withdraw Application** to open a pop-up window will appear on the screen.

## Key Points

Once the Application is withdrawn, a refund will be initiated. Refund payment records will be created manually and the finance team will handle the refunds separately outside the MHBS application.



# Permit Application - Withdraw



## Instructions

1. Enter the **Withdrawal Reason**
2. Click on **Confirm** to withdraw the application and change the status to “Withdrawn”

## Key Points

Permit Admins will receive a message indicating this application was withdrawn.



View All Permit Applications

# View All Permit Applications

The screenshot shows the ADOH dashboard with the following elements:

- Header:** Arizona Department of Housing logo, Search, Manage Users, My Profile, Logout.
- Left Sidebar:** Dashboard, Licenses, **Permits** (highlighted with a red box and '1'), Inspections, Plan Review, Certificates and Labels, Complaints and Appeals, Audits, Purchase History, Acknowledgement.
- Main Content Area:**
  - Manage Permit Applications:** Use the Quick links below to Apply for New Permits or Manage Existing Permits.
  - New Permit Application:** Click on New Permit Application below to Apply. Complete the Application to the best of your ability for Approval. Button: New Permit Application.
  - Withdraw Permit Application:** Request to withdraw a submitted application that has not been approved. Button: Withdraw Permit Application.
  - Request Administrative Changes:** Request Admin Changes. Button: Request Admin Changes.
  - All Permit(s):** View All Permit(s). Button: View All Permit(s).
  - All Permit Application(s):** View All Permit Application(s). Button: View All Permit Application(s) (highlighted with a red box and '2').
- Footer:** Toggle button.

## Instructions

1. Click **Permits** from the toggle menu bar
2. Click **View All Permit Applications**

## Key Points

No key points.

# View All Permit Applications

Application Number	Application Type	Permit Number	Permit Type	Application Status	Action
AZ-0000697	Permit Application		Factory Built Building Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000282	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000267	Permit Application		Manufactured Home Installation Permit	Withdrawn	View

## Instructions

You can view all the applications on this page regardless of their status

1. Click View to view the submitted application
2. Click Resume Permit Application to resume the application

## Key Points

No key points.



# Request Inspections

# Request Inspections

The screenshot displays the ADOH web application interface. On the left sidebar, the 'Inspections' tab is highlighted with a red box and a red '1'. The main content area is titled 'Manage Scheduled Inspection' and contains two cards. The first card, 'Request Inspection', has a button labeled 'Request Inspection' highlighted with a red box and a red '2'. The second card, 'All Scheduled Inspections', has a button labeled 'All Scheduled Inspections'.

## Instructions

1. Click the **Inspections tab**
2. Click **Request Inspection**

## Key Points

Inspections are requested on permits.

# Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

### Request Inspection

\*Inspection Type

Select Inspection Type

- In-Plant Inspection
- Installation Inspection

## Instructions

Select the **Inspection Type**.

## Key Points

If you select In-plant Inspection type, you need to select one of the following Inspection sub-type:

- IPIA
- FBB
- WUI

# Request Inspections

The screenshot shows a web form titled "Request Inspection" from the Arizona Department of Housing. The form has three dropdown menus. The first dropdown, labeled "Inspection Type", has "In-Plant Inspection" selected. The second dropdown, labeled "Inspection Sub Type", has "FBB" selected. The third dropdown, labeled "In-plant Inspection (IPIA/FBB)", has a list of options: "Select In Plant Inspection Type Value", "Ongoing Manufacturer Production Monitoring", "Manufacturer Certification", "Certification Update", and "Reconstruction". A red box labeled "1" highlights the "Inspection Sub Type" dropdown. A red box labeled "2" highlights the "In-plant Inspection (IPIA/FBB)" dropdown and its list of options.

## Instructions

1. Select the **Inspection Subtype**
2. Select **In-plant Inspection** from the drop-down

## Key Points

If you select IPIA or FBB inspection subtypes, you need to select one of the following In plant Inspections:

- Ongoing Manufacturer Production Monitoring
- Manufacturer Certification
- Certification Update
- Reconstruction (only for FBB)



# Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

## Request Inspection

\* Inspection Type  
Installation Inspection

\* Inspection Sub Type  
Select Inspection Sub Type

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

## Instructions

No instructions.

## Key Points

If you select Installation Inspection type, you need to select one of the following Inspection Sub-Types:

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

# Request Inspections

The screenshot shows a web application interface for requesting inspections. At the top left is the Arizona Department of Housing (ADOH) logo. The top navigation bar includes links for Search, Manage Users, My Profile, and Logout. The main heading is 'Request Inspection'. The form contains three dropdown menus: 'Inspection Type' (set to 'Installation Inspection'), 'Inspection Sub Type' (set to 'Manufactured/Mobile Home'), and 'Permit' (set to '22-0361'). A red box labeled '1' highlights the 'Permit' dropdown. Below the form are 'Back' and 'Next' buttons, with a red box labeled '2' highlighting the 'Next' button.

## Instructions

1. Select **Permit** from the search field
2. Click **Next**

## Key Points

No key points.

# Request Inspections - Scope of work

Arizona Department of Housing

Search Manage Users My Profile Logout

## Request Installation Inspection

- 1 Inspection Scope of Work
- 2 Document Upload
- 3 Inspection Date/Time
- 4 Pay

### Inspection Scope of Work

Check appropriate boxes below for work scopes to be inspected as part of the installation inspection request.

Site Prep / Excavation

Pad construction and compaction

Back Next Save and Exit

## Instructions

1. Check the **scope of work(s) box** to be inspected as part of the installation inspection request
2. Click **Next**

## Key Points

No key points.

# Request Inspections - Document Upload

Arizona Department of Housing

Search Manage Users My Profile Logout

## Request Installation Inspection

- 1 Inspection Scope of Work
- 2 Document Upload
- 3 Inspection Date/Time
- 4 Pay

### Document Upload

DOCUMENT NAME	UPLOAD ACTION	UPLOADED DOCUMENTS
Pad construction and compaction *	1 <input type="button" value="Upload Files"/>	<input type="button" value="View Files"/> 2

3

## Instructions

1. Click the **Upload Files** button and upload all the required documents
2. Click **View Files** to view the uploaded files
3. Click **Next** to proceed

## Key Points

Fields with \* are mandatory.

# Request Inspections - Inspection Date/Time

Arizona Department of Housing

Search Manage Users My Profile Logout

## Request Installation Inspection

- ✓ Inspection Scope of Work
- ✓ Document Upload
- 3** Inspection Date/Time
- 4 Pay

### Inspection Date/Time

Note: The inspection date may vary from the date requested. Actual date of inspection will be confirmed with the requester.

\*Inspection Date

\*Inspection Time

Back **Next** Save and Exit

## Instructions

1. Click the **Calendar icon** and select the **Inspection Date**
2. Click the **down arrow** and select the Inspection Time (You will find Morning and Afternoon options)
3. Click **Next**



## Key Points

Inspections can only be scheduled on weekdays. Please select a date from Monday-Friday to continue the request for inspection.

# Request Inspections - Pay

The screenshot shows the ADOH web application interface. At the top left is the ADOH logo and the text 'Arizona Department of Housing'. To the right are navigation links: 'Search', 'Manage Users', 'My Profile', and 'Logout'. The main heading is 'Request Installation Inspection'. On the left is a sidebar with four steps: 'Inspection Scope of Work', 'Document Upload', 'Inspection Date/Time', and 'Pay'. The 'Pay' step is currently active. The main content area is titled 'Pay' and contains the text: 'A payment is not required for this request. Please click on "Submit" button to submit the application.' At the bottom right of this area are two buttons: 'Save and Exit' and 'Submit'. The 'Submit' button is highlighted with a red circle.

## Instructions

Click **Submit** as payment is not required for this request.

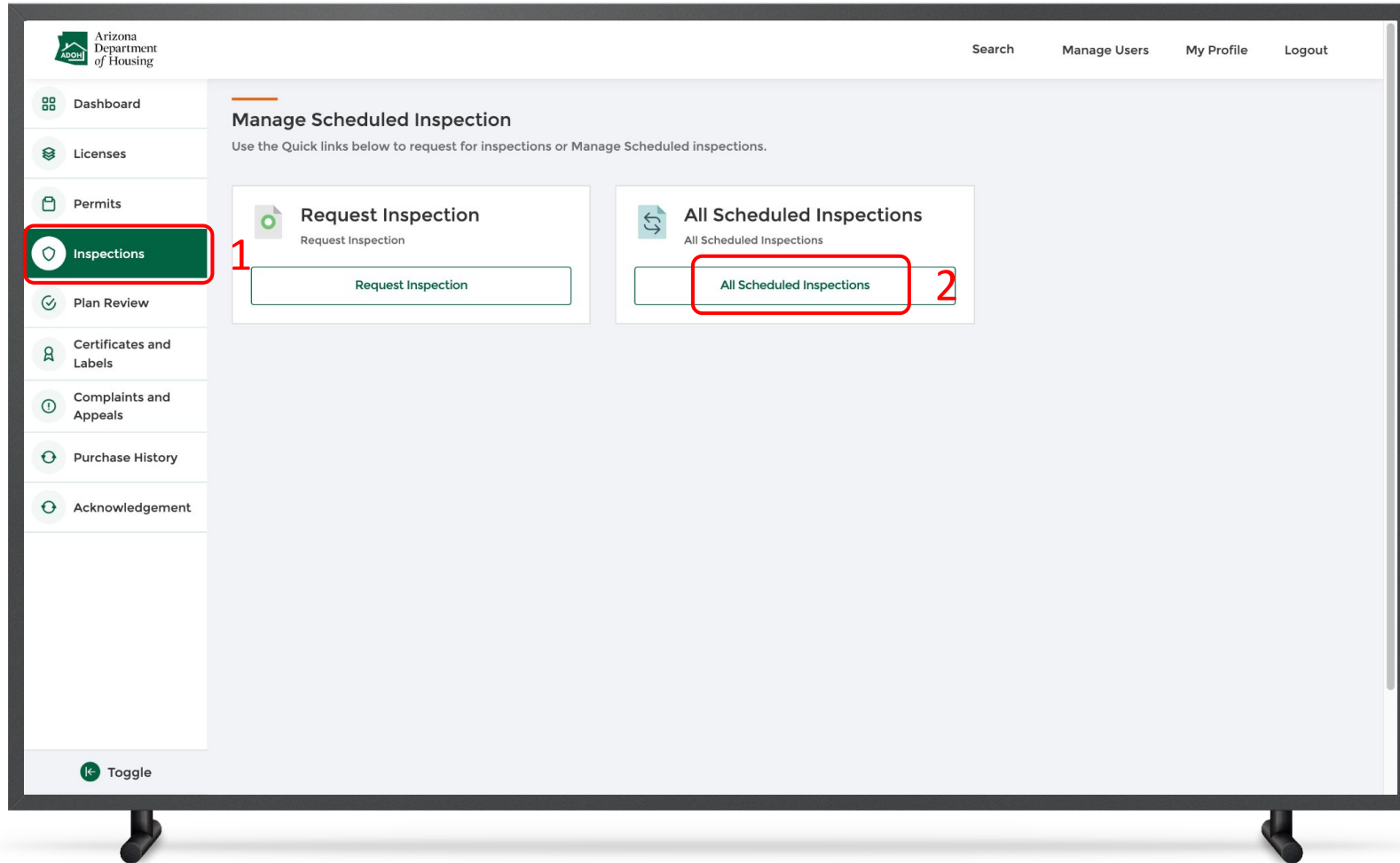
## Key Points

No key points.



# Scheduled Inspections

# Scheduled Inspections



## Instructions

1. Click the **Inspections** tab
2. Click **All Scheduled Inspections**

## Key Points

Inspections are requested on permits.





# Scheduled Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

All Inspections All

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00001809	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit	
00001808	Installation Inspection	Manufactured/Mobile Home	New	View Cancel	

Dashboard Licenses Permits Inspections Plan Review Certificates and Labels Complaints and Appeals Purchase History Acknowledgement

Toggle

## Instructions

You will find all the scheduled inspections in this page

1. Click the **details icon** to view inspection details

## Key Points

You can edit unsubmitted inspections.

# Scheduled Inspections

The screenshot shows the ADOH web application interface. On the left is a navigation menu with items like Dashboard, Licenses, Permits, Inspections, Plan Review, etc. The main area displays a table of 'All Inspections'. A pop-up window titled 'Inspection Details' is open over the second row of the table. The pop-up contains a table with the following data:

Inspection Number	Permit	Requested Date	Requested Time	Scheduled Date	Scheduled Time
00001808	22-1043	2/14/2022	Morning		

Red annotations in the image include: a box around the 'Close' button in the pop-up (labeled '2'), a box around the 'X' icon in the top right of the pop-up (labeled '2'), and a box around the 'Scheduled Date' cell in the pop-up table (labeled '1').

## Instructions

1. You can find the Inspection Number, Permit number, Requested Date and Time on the Inspection Details pop-up
2. Click the **Close button** or **X** to close the pop-up

## Key Points

No key points.



# Cancel Inspections

# Cancel Inspections

The screenshot shows the ADOH web application interface. On the left is a navigation menu with items: Dashboard, Licenses, Permits, Inspections, Plan Review, Certificates and Labels, Complaints and Appeals, Purchase History, and Acknowledgement. The main content area is titled 'All Inspections' and contains a table with the following data:

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00001809	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit	
00001808	Installation Inspection	Manufactured/Mobile Home	New	View <b>Cancel</b>	

The 'Cancel' button in the 'Action' column for the inspection with ID 00001808 is highlighted with a red box. The top right of the interface includes links for Search, Manage Users, My Profile, and Logout.

## Instructions

Click the **Cancel button** to cancel the scheduled inspection.

## Key Points

You can cancel the inspection request before the day of inspection until 5pm. After 5pm, the cancel button will be disabled.

# Cancel Inspections

The screenshot displays the ADOH web application interface. On the left is a navigation sidebar with menu items: Dashboard, Licenses, Permits, Inspections, Plan Review, Certificates and Labels, Complaints and Appeals, Purchase History, and Acknowledgement. The main content area is titled "All Inspections" and contains a table with the following data:

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00001809	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit	
00001808	Installation Inspection	Manufactured/Mobile Home	New	View Cancel	

A confirmation pop-up window is overlaid on the table, titled "Confirmation". It contains the text "Are you sure you want to cancel this inspection request?" and two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with a red border.

## Instructions

A confirmation pop-up will appear on the screen to confirm the inspection cancellation.

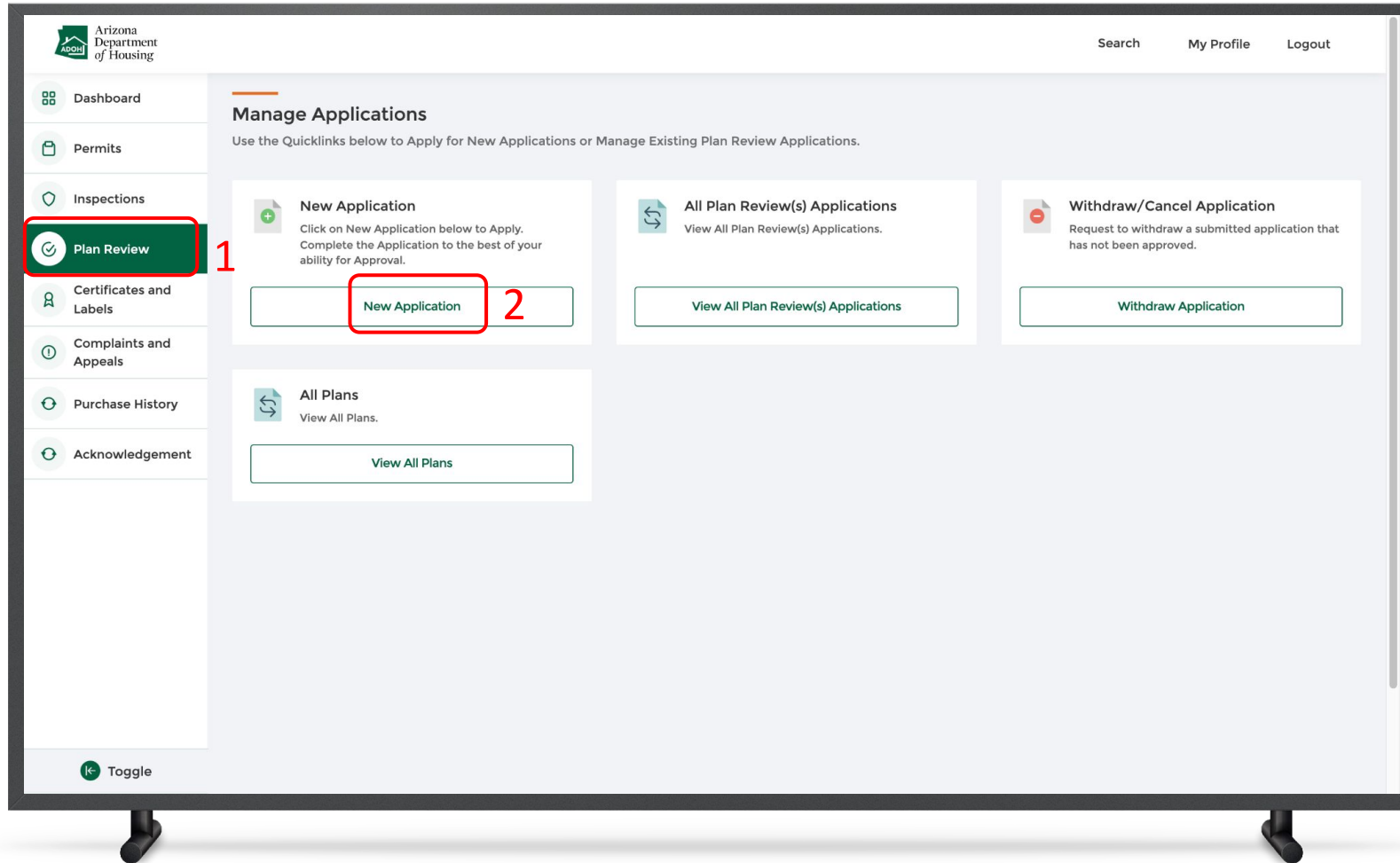
## Key Points

No key points.



# Plan Review Application

# Plan Review Application



## Instructions

1. Click **Plan Review** from the toggle menu bar
2. Click **New Application**

## Key Points

No key points.

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### New Plan Review Application

• License Type

Installer/Dealer

✓ Installer/Dealer

Manufacturer

Select Plan Option

Back Next

## Instructions

Select the **License Type** from the drop-down list.

## Key Points

No key points.



# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### New Plan Review Application

• License Type  
Installer/Dealer

• Applicant Type  
Installer

✓ Installer  
Dealer

Back Next

## Instructions

Select the Application Type

## Key Points

- If you select installer or contractor, you are required to select a **Plan Type** and select or enter the **license number**
- You only need to select a **Plan Type** if you select dealer

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### New Plan Review Application

• License Type  
Installer/Dealer

• Applicant Type  
Installer

• License Number

- LA-35543
- LA-64685
- LA-55301
- LA-64624
- LA-43717

Licensee Company Name

• Plan Type  
Select Plan Option

Back Next

## Instructions

Installer will have the ability to search for the license from the drop-down list.

## Key Points

No key points.

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### New Plan Review Application

• License Type  
Installer/Dealer

• Applicant Type  
Dealer

• Plan Type  
Select Plan Option

- Accessory Structure
- Flood Plain
- Installation of a Factory Built Building
- Supplemental Plan

## Instructions

If the applicant type is **Dealer**, select the **Plan Type** from the drop-down list.



## Key Points

- If you select **Accessory Structure**, you need to enter the Accessory Structure subtype
- If you select **Supplement Plan**, you need to enter plan approval number
- If you select **Flood Plain**, you will not see any nested fields

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

• License Type  
Installer/Dealer

• Applicant Type  
Installer

• License Number  
LA-35543

Licensee Company Name  
MTX IND

• Plan Type  
Installation of a Factory Built Building

• Select Occupancy Type  
Select Occupancy Type

IBC Coded Occupancy Types

IRC Coded Occupancy Types

• Square Footage

• Utilities  
 Water  
 Sewer  
 Electric  
 Gas

• Number of Modules

Back Next

Privacy Policy

## Instructions

If you select the Plan Type as **Installation of a Factory Built Building**, you have to populate all the nested fields that appear.

## Key Points

No key points.

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

## New Plan Review Application

• License Type  
Installer/Dealer

• Applicant Type  
Dealer

• Plan Type  
Installation of a Factory Built Building

• Select Occupancy Type  
IBC Coded Occupancy Types

A-Assembly  
 B-Business  
 E-Educational  
 F-Factory  
 H-High hazard  
 I-Institutional  
 M-Mercantile  
 R-Residential  
 S-Storage  
 U-Utility

• Building Size

• Square Footage

• Utilities  
 Water  
 Sewer  
 Electric  
 Gas

• Number of Modules

## Instructions

If you select **IBC Coded Occupancy Type**, check all the applicable options.

## Key Points

- There are two types of Occupancy Types:
  1. IBC Coded Occupancy Type
  2. IRC Coded Occupancy Type
- If you select **E- Educational**, you need to choose the educational type as private or public
- If you select **Others**, you need to the other IBC type

# Plan Review Application

The screenshot shows the 'Plan Review Application' form. The form includes the following fields:

- License Type:** Installer/Dealer
- Applicant Type:** Installer
- License Number:** LA-35543
- Licensee Company Name:** MTX IND
- Plan Type:** Installation of a Factory Built Building
- Select Occupancy Type:** IRC Coded Occupancy Types
- Select IRC Type:** A dropdown menu with options: Single-family dwelling, Two family dwelling, and Townhouse. This dropdown is highlighted with a red box.
- Utilities:** Water, Sewer, Electric, Gas (all unchecked)
- Number of Modules:** (empty text field)

Navigation buttons: Back, Next

## Instructions

If you select **IRC Coded Occupancy Type**, you need to select the **IRC type** from the drop-down list

## Key Points

No key points.

# Plan Review Application

The screenshot shows the Plan Review Application form with the following fields and callouts:

- 1**: Building Size (value: 2)
- 2**: Utilities (checked: Water, unchecked: Sewer, unchecked: Electric)
- 3**: Number of Modules (value: 1)
- 4**: Insignia/Certificate Number (value: 12345)
- 5**: Next button

Other visible fields include:

- Applicant Type: Installer
- License Number: LA-35543
- Licensee Company Name: MTX IND
- Plan Type: Installation of a Factory Built Building
- Select Occupancy Type: IRC Coded Occupancy Types
- Select IRC Type: Single-family dwelling

## Instructions

1. Populate the **Building Size and Square Footage**
2. Check required **Utilities**
3. Enter the **Number of Modules**
4. Enter the **Insignia or Certificate Numbers**
5. Click **Next**

## Key Points

The number of modules entered will determine the number of Insignia Number fields to be populated.

# Plan Review Application

The screenshot shows the 'Plan Review Application' web interface. At the top left is the Arizona Department of Housing (ADOH) logo. The top right navigation bar includes 'Search', 'Manage Users', 'My Profile', and 'Logout'. A left sidebar contains a progress indicator with four steps: 1. Identification and Address Information (highlighted), 2. Installation Site Address, 3. Document Upload, and 4. Pay and Submit. The main content area is titled 'Identification and Address Information' and contains the following sections:

- Applicant Information:** A search box for 'Search Contact' with a note: 'Please ensure to put in the complete name, year of birth and zip code for searching an approved contact from the system.' Below this are input fields for 'Full Name', 'Date of Birth', and 'Zip Code', followed by a green 'Search Contact' button.
- Applicant Details:** A grid of input fields for 'Applicant First Name', 'Applicant Middle Name', 'Applicant Last Name', and 'Applicant Phone Number'. Below these is a field for 'Applicant Email Address'.
- Mailing Address:** A section with a 'Search Address' input field and a magnifying glass icon. Below it are fields for 'Street Address' and 'Suite/Apt Number'.

## Instructions

Populate all the required fields and scroll down



## Key Points

No key points.



# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Please fill in this field.

85018

Search Contact

Applicant First Name: Prakruthi Applicant Middle Name: [Empty]

Applicant Last Name: K Applicant Phone Number: (099) 999-9988

Applicant Email Address: prakruthiemail@gmail.com

Mailing Address

Search Address [Empty]

Street Address: XYZ Suite/Apt Number: [Empty]

City: NM State/Province: [Empty]

Zip/Postal Code: [Empty] Country: United States

1 Contact Information

Same as Applicant

2 Next Save and Exit

## Instructions

1. Check the box if the contact information is the **Same as Applicant**
2. Click **Next**

## Key Points

No key points.

# Plan Review Application

The screenshot shows a web application interface for the Arizona Department of Housing (ADOH). The page title is "Plan Review Application". On the left, a navigation menu lists four steps: 1. Identification and Address Information (checked), 2. Installation Site Address (highlighted), 3. Document Upload, and 4. Pay and Submit. The main content area is titled "Installation Site Address" and contains several input fields: "Search Address" (with a magnifying glass icon), "Street Address" (containing "XYZ"), "Suite/Apt Number" (with a red box around the empty field), "City" (containing "NM"), "State/Province" (a dropdown menu showing "Arizona"), and "Zip/Postal Code" (containing "85018"). At the bottom right of the form are three buttons: "Back", "Next", and "Save and Exit".

## Instructions

1. Provide an **Installation Site Address**
2. Click **Next**

## Key Points

No key points.

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- 3 Document Upload
- 4 Pay and Submit

## Document Upload

Document Name	Upload Action	Uploaded Documents
Planning and Zoning Documents *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Flood Plain - Provide a Site Plan	<input type="button" value="Upload Files"/>	
Flood Plain - Provide Copy Of Flood Plain Use Permit from your Local Jurisdiction	<input type="button" value="Upload Files"/>	
Plans and calculations *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Other documents	<input type="button" value="Upload Files"/>	

## Instructions

1. Upload required documents by clicking the **Upload Files button**
2. Click Next

## Key Points

Flood plan references would not be required if the unit installation is not in a flood prone area.

# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- ✓ Document Upload
- 4 Pay and Submit

## Pay and Submit

Product Description	Quantity	Fee
INCLUDES ONE HOUR OF PLAN REVIEW	1	\$175.00

Total Fee: \$175.00 1

Click on Pay button below to make the payment.

Pay 2

Back Save and Exit

## Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to the State of Arizona Checkout Utility page

## Key Points

No key points.

# Plan Review Application

State of Arizona Checkout Utility  
State of Arizona

**Payment Information** 1

CHECKOUT - PAYMENT INFORMATION

\*First Name: Prakruthi      \*Last Name: K

\*Billing Address: XYZ 2      \*City: NM

\*State: AZ      \*Zip: 85018

\*Email: prakruthiemail@gmail.com      \*Phone Number: 999-999-9999

Credit Card 3  
 Electronic Check

Discover   Discover   Mastercard   VISA

Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.

\*Credit Card Number: 4159282222222221 4

\*Expiration Date: March 2024      \*CVV/CSV: 655

Clear   Cancel   Continue 5

## Instructions

1. You will be directed to Payment Information page
2. Populate the **Payment Information**
3. Select the **Card Type**
4. Provide the **Card Details**
5. Click **Continue**

## Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use a secured or prepaid credit card issued by a US entity or bank.

# Plan Review Application

State of Arizona Checkout Utility  
State of Arizona

### Order Review

Please review your order and ensure the information below is correct before proceeding.  
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

**VISA**  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

## Instructions

Review the order details.

## Key Points

No key points.

# Plan Review Application

XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

**Note:**

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility  
State of Arizona

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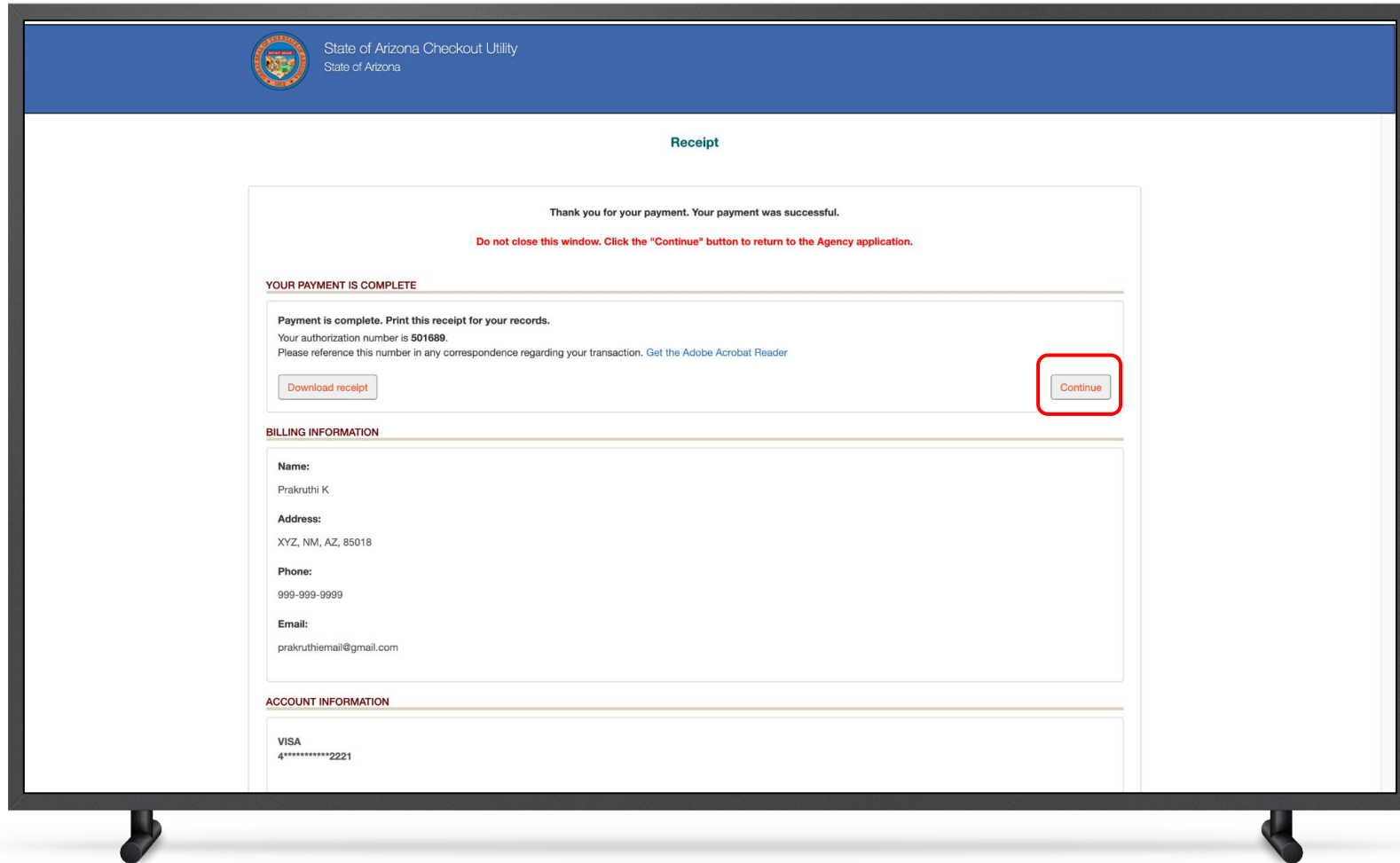
## Instructions

Scroll down and click **Authorize**.

## Key Points

No key points.

# Plan Review Application



## Instructions

You will land on receipt page

1. Click **Continue**

## Key Points

You can download the receipt by clicking the **Download Receipt button.**



# Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

### Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- ✓ Document Upload
- 4 Pay and Submit

## Pay and Submit

Thank you! Your payment was successfully processed.  
Click on Submit button below to complete the application.

**View Receipt** 1

Back **Submit** 2

## Instructions

You will be redirected to Pay and Submit page

1. Click **View Receipt** to view the receipt
2. Click **Submit**

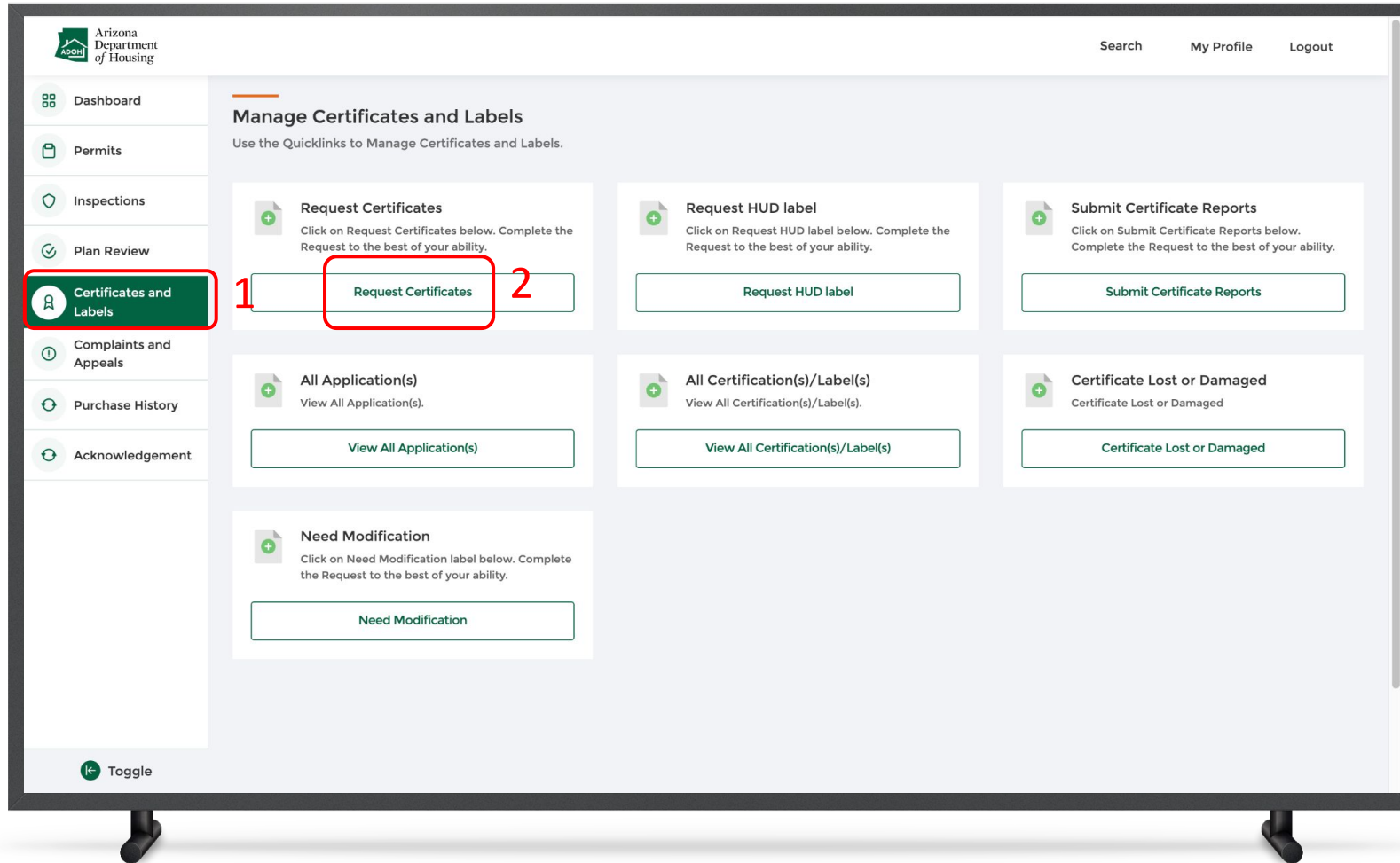
## Key Points

No key points.



# Certificates & Labels - Order Request

# Certificate Order Request



## Instructions

1. Click Certificates and Labels tab from the toggle menu bar
2. Click Request Certificates button

## Key Points

No key points.

# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

### Certificate Order Request

Please provide the license number in the field below

\* means required fields

\* License

1 LA-64685

Back Next 2

## Instructions

1. Select License from the drop-down list
2. Click Next

## Key Points

All the Licenses that are related to this particular account will be displayed in the drop-down list.

# Certificate Order Request

The screenshot shows a web application interface for the Arizona Department of Housing (ADOH). The page title is "Certificate Order Request". In the top right corner, there are navigation links: "Search", "Manage Users", "My Profile", and "Logout". On the left side, there is a vertical navigation menu with three steps: "1 Identification Information" (highlighted), "2 Order Information", and "3 Pay and Submit". The main content area is titled "Identification Information" and contains a form with the following fields:

- Company Name:** Mhbdd
- Business Address:**
  - Street Address:** Meadow Lane
  - Country:** United States
  - State/Province:** Alabama
  - County/Borough/Parish:** Autauga County
  - Zip/Postal Code:** 67337
  - City:** Coffeyville
- Classification:** I-10C
- Qualifying Party:** William Port Port

A red asterisk indicates that fields marked with an asterisk are required.

## Instructions

Review all the pre-populated details.

## Key Points

The details in this section are pre-populated, however, phone and email fields are editable.

# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Street Address  
Meadow Lane

Country  
United States

State/Province  
Alabama

County/Borough/Parish  
Autauga County

Zip/Postal Code  
67337

City  
Coffeyville

Classification  
I-10C

Qualifying Party  
William Port Port

1 Phone

Email  
david.marko@azhousing.gov

2 Mailing Preference

- Mail
- Pick up
- FedEx
- UPS

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## Instructions

1. Edit Phone and/or Email fields, if required
2. Select **Mailing Preferences**
3. **Click Next**

## Key Points

If you select **Pick up**, you do not need to add any details.

# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

I-10C

Qualifying Party  
William Port Port

Phone

Email  
david.marko@azhousing.gov

Mailing Preference  
Mail

1 Add Mailing Address

2  Same as Business Address

Search Address

\* Street Address Suite/Apt Number

\* City \* Zip/Postal Code

\* Country

3 Next Save and Exit

Privacy Policy  
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## Instructions

1. If you select **Mail** in the Mailing Preference field, you have to enter mailing details
2. Check the **Same as Mailing Address** box if the mailing address is same as the pre-populated mailing address
3. Click **Next**

## Key Points

1. If you want the certificates to be mailed, you have to pick either **FedEx or UPS**
2. If you select Fedex or UPS, you need to provide **Fedex or UPS Account Number**

# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

### Certificate Order Request

✓ Identification Information

2 Order Information

3 Pay and Submit

#### Order Information

\* means required fields

\* Certification Types

- Installation Certificate - Residential Use
- Installation Certificate - FBB Commercial Use

Back Next Save and Exit

## Instructions

Select the **Certification Type**.

## Key Points

Certification types available are based on the license selected at the time of creating the application.



# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

### Certificate Order Request

✓ Identification Information

2 Order Information

3 Pay and Submit

#### Order Information

\* means required fields

\* Certification Types  
Installation Certificate - Residential Use

\* Quantity  
2

Back Next Save and Exit

## Instructions

1. Select the **Quantity**
2. Click **Next**

## Key Points

No key points.

# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

### Certificate Order Request

- ✓ Identification Information
- ✓ Order Information
- 3 Pay and Submit

#### Pay and Submit

\* means required fields

Product Description	Quantity	Fee
CERTIFICATE - INSTALL	2	\$10.00

1 Total Fee: \$20.00

Click on Pay button below to make the payment.

2 Pay

Back Save and Exit Back To Home

## Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to State of Arizona Checkout Utility page

## Key Points

No key points.

# Certificate Order Request

The screenshot shows the 'State of Arizona Checkout Utility' interface. At the top, there is a blue header with the state seal and the text 'State of Arizona Checkout Utility' and 'State of Arizona'. Below the header, the form is titled 'CHECKOUT - PAYMENT INFORMATION'. The form contains several fields: 'First Name' (Prakruthi), 'Last Name' (K), 'Billing Address' (XYZ), 'City' (NM), 'State' (AZ), 'Zip' (85018), and 'Email' (prakruthiemail@gmail.com). Below these fields, there are two radio buttons: 'Credit Card' (selected) and 'Electronic Check'. Under the 'Credit Card' option, there are logos for Discover, American Express, Mastercard, and Visa. A warning message states: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' Below this, there are fields for 'Credit Card Number' (4159282222222221), 'Expiration Date' (March 2024), and 'CVV/CSV' (655). At the bottom of the form, there are 'Clear', 'Cancel', and 'Continue' buttons. Red callouts with numbers 1 through 5 highlight specific parts of the form: 1 points to the 'Payment Information' header, 2 points to the billing address fields, 3 points to the 'Credit Card' radio button, 4 points to the credit card number field, and 5 points to the 'Continue' button.

## Instructions

1. You will be directed to Payment Information page
2. Populate the **payment information**
3. Select the **Card Type**
4. Provide the **Card Details**
5. Click **Continue**

## Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit cards issued by a U.S. entity or bank.

# Certificate Order Request

State of Arizona Checkout Utility  
State of Arizona

### Order Review

Please review your order and ensure the information below is correct before proceeding.  
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

## Instructions

Review the order details.

## Key Points

No key points.

# Certificate Order Request

XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

**Note:**

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility  
State of Arizona

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## Instructions

Scroll down and click **Authorize**.

## Key Points

No key points.

# Certificate Order Request

State of Arizona Checkout Utility  
State of Arizona

**Receipt**

Thank you for your payment. Your payment was successful.  
**Do not close this window. Click the "Continue" button to return to the Agency application.**

**YOUR PAYMENT IS COMPLETE**

Payment is complete. Print this receipt for your records.  
Your authorization number is **501689**.  
Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download receipt](#) [Continue](#)

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

## Instructions

You will land on receipt page

1. Click **Continue**

## Key Points

You can download the receipt by clicking the **Download Receipt button**.

# Certificate Order Request

Arizona Department of Housing

Search Manage Users My Profile Logout

Certificate Order Request

✓ Identification Information  
✓ Order Information  
3 Pay and Submit

**Pay and Submit**

\* means required fields

Thank you! Click on Submit to successfully Submit the application.

View Receipt 1

Save and Exit Submit 2

## Instructions

You will be redirected to Pay and Submit page

1. Click View Receipt to view the Receipt
2. Click Submit



## Key Points

- Once you submit the application, you will receive a notification email from MHBD notifying that the application request is received
- Apart from the notification email, you will also receive a payment confirmation email with Payment Receipt attached



# Certificates & Labels - HUD Label



# Request HUD Label

The screenshot shows the ADOH dashboard with a sidebar on the left containing navigation tabs: Dashboard, Permits, Inspections, Plan Review, Certificates and Labels (highlighted with a red box and a red '1'), Complaints and Appeals, Purchase History, and Acknowledgement. The main content area is titled 'Manage Certificates and Labels' and contains several quicklink cards. The 'Request HUD label' card is highlighted with a red box and a red '2'. Other cards include 'Request Certificates', 'Submit Certificate Reports', 'All Application(s)', 'All Certification(s)/Label(s)', 'Certificate Lost or Damaged', and 'Need Modification'. The top right of the dashboard has 'Search', 'My Profile', and 'Logout' links. A 'Toggle' button is at the bottom left.

## Instructions

1. Click the **Certificates and Labels tab** on toggle menu bar
2. Click **Request HUD Label**

## Key Points

Only licensed manufacturers can request HUD labels.

# Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

### HUD Label Request

IBTS Plant Code

ABS

Back Next

## Instructions

1. Enter the **IBTS Plant Code**
2. Click **Next**

## Key Points

- The system will show an error message and will not allow you to proceed further if the IBTS Code is incorrect
- IBTS Code should be updated on the account

# Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

## New HUD Label Application

1 Details  
2 Document Upload  
3 Pay and Submit

**1**

**2**

**3**

Details

\* means required fields

\* License Number  
LA-69203

Company Name  
Mhbdd

Quantity of Labels  
2

Next Save and Exit

## Instructions

1. Search for the **License Number** in the search field
2. Enter the **Quantity of Labels**
3. Click **Next**



## Key Points

Only the manufacturer license associated with this account will be displayed.

# Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

## New HUD Label Application

- Details
- Document Upload**
- Pay and Submit

### Document Upload

\* means required fields

Document Name	Upload Action	Uploaded Documents
HUD 301 Form *	1 <input type="button" value="Upload Files"/>	<input type="button" value="View Files"/> 2
Pay.gov receipt *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>

Back  Save and Exit

3

## Instructions

1. Click the **Upload Files button** and upload required documents
2. Click **Generate Document**, if you wish to generate the document
3. Click **Next**

## Key Points

No key points.

# Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

## New HUD Label Application

- Details
- Document Upload
- 3 Pay and Submit

### Pay and Submit

\* means required fields

Product Description	Quantity	Fee
HUD Labels	2	\$85.00

Total Fee: \$170.00 1

Click on Pay button below to make the payment.

Pay 2

Back Save and Exit Back To Home

## Instructions

1. The Total Fee will be displayed on the screen
2. Click the **Pay button** to be directed to the State of Arizona Checkout Utility page

## Key Points

No key points.

# Request HUD Label

State of Arizona Checkout Utility  
State of Arizona

**Payment Information** 1

CHECKOUT - PAYMENT INFORMATION

\*First Name: Prakruthi  
\*Last Name: K  
\*Billing Address: XYZ 2  
\*City: NM  
\*State: AZ  
\*Zip: 85018  
\*Email: prakruthiemail@gmail.com  
\*Phone Number: 999-999-9999

Credit Card 3  
 Electronic Check

Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.

\*Credit Card Number: 4159282222222221  
\*Expiration Date: March 2024  
\*CVV/CSV: 655 4

Clear Cancel Continue 5

## Instructions

1. You will be directed to the Payment Information page
2. Populate the **payment information**
3. Select the **Card Type** by checking the radio button
4. Provide the **Card Details**
5. Click **Continue**

## Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit card issued by a US entity or bank

# Request HUD Label

State of Arizona Checkout Utility  
State of Arizona

**Order Review**

Please review your order and ensure the information below is correct before proceeding.  
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

## Instructions

Review the order details.

## Key Points

No key points.

# Request HUD Label

XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

[Edit](#)

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

[Edit](#)

**ORDER INFO**

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

**Note:**

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility  
State of Arizona

Contact Arizona Policies | Copyright 2021 AZ.gov

## Instructions

Scroll down and click **Authorize**.

## Key Points

No key points.



# Request HUD Label

State of Arizona Checkout Utility  
State of Arizona

**Receipt**

Thank you for your payment. Your payment was successful.  
**Do not close this window. Click the "Continue" button to return to the Agency application.**

**YOUR PAYMENT IS COMPLETE**

Payment is complete. Print this receipt for your records.  
Your authorization number is **501689**.  
Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download receipt](#) [Continue](#)

**BILLING INFORMATION**

**Name:**  
Prakruthi K

**Address:**  
XYZ, NM, AZ, 85018

**Phone:**  
999-999-9999

**Email:**  
prakruthiemail@gmail.com

**ACCOUNT INFORMATION**

VISA  
4\*\*\*\*\*2221

## Instructions

You will land on receipt page

1. Click **Continue**

## Key Points

You can download the receipt by clicking the **Download Receipt** button.

# Request HUD Label

Arizona Department of Housing

Search Manage Users My Profile Logout

## New HUD Label Application

- 1 Details
- 2 Document Upload
- 3 Pay and Submit

### Pay and Submit

\* means required fields

Thank you! Click on Submit to successfully Submit the application.

**View Receipt** 1

View Receipt

Save and Exit **Submit** 2

## Instructions

You will be redirected to the Pay and Submit page

1. Click **View Receipt** to view the receipt
2. Click **Submit**

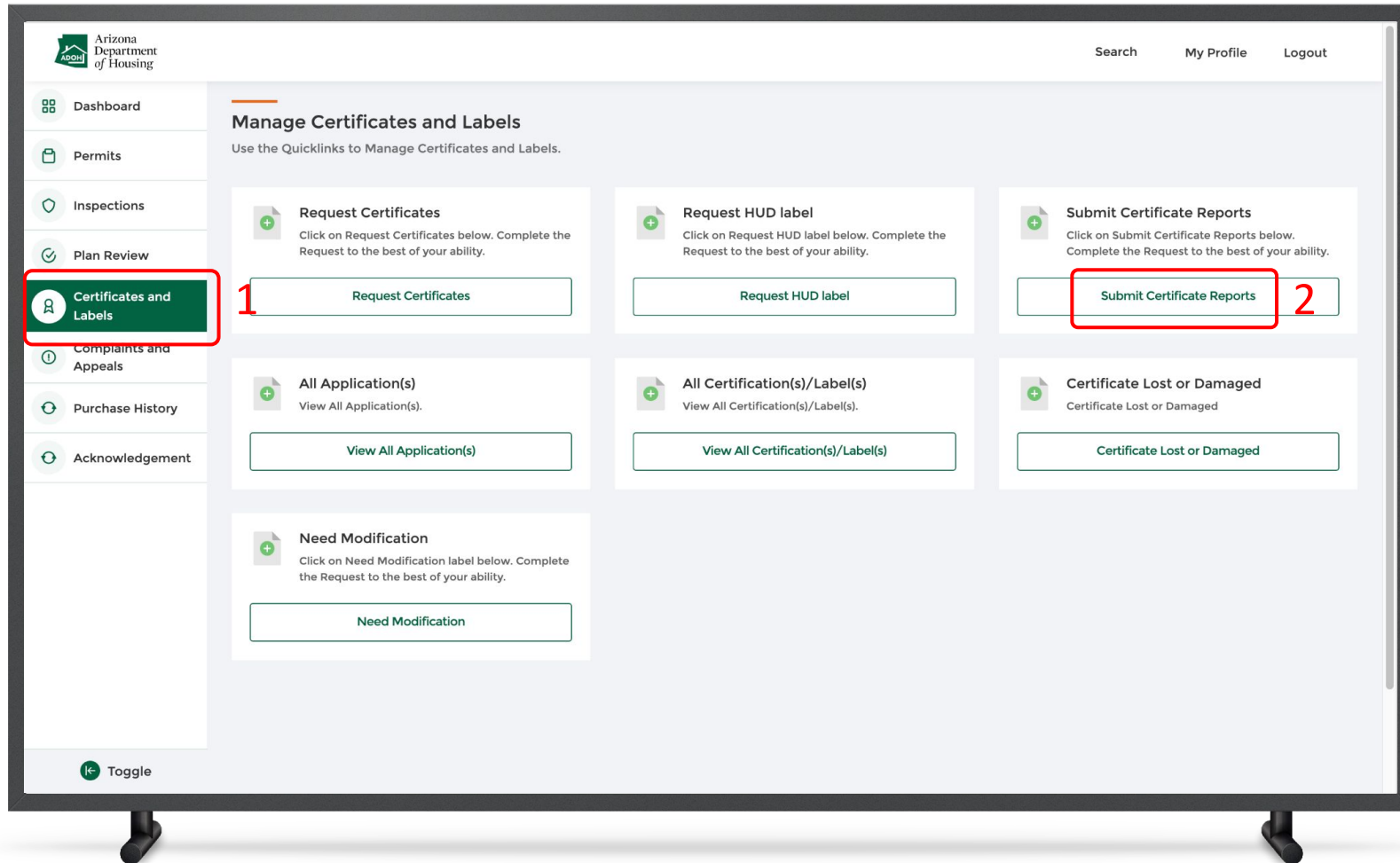
## Key Points

- Once you submit the application, you will receive an email from MHBD notifying the application request is received
- You will also receive a separate payment confirmation email with a payment receipt attached



# Submit Certificate Reports

# Submit Certificate Reports



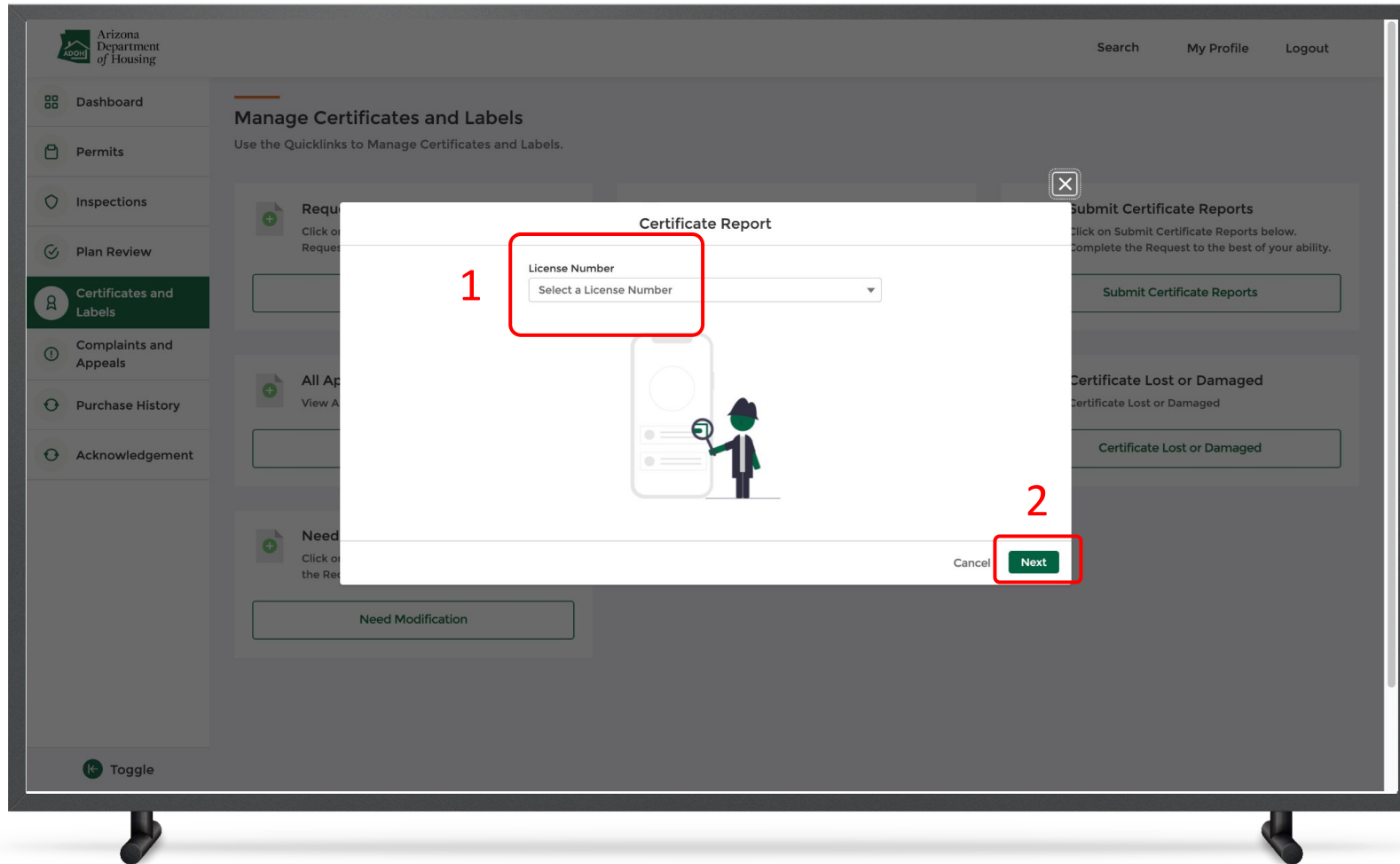
## Instructions

1. Click the **Certificates and Labels** tab from the toggle menu bar
2. Click **Submit Certificate Reports**

## Key Points

- The certificate report needs to be submitted on first of every month. If the report is not submitted by the 5th or 15th, MHBD staff will create a citation and the user has to pay a \$50 fine
- Contractors will not be charged fine for late report submissions

# Submit Certificate Reports



## Instructions

1. Select the **License Number**
2. Click **Next**

## Key Points

The certificates that need to have reports submitted will be available in the list.

# Submit Certificate Reports

Arizona Department of Housing

Search My Profile Logout

No activity on all

### Certificate Report

Click on the arrow near the certificate name to enter the reporting details for certificate.

▼ AZI-002720

No activity

**Type of work performed**

Site Prep / Excavation

- Pad construction and compaction
- Grading and drainage

Foundation System

- Footings
- Stem Wall
- Retaining wall
- Skirting (Part of Foundation)
- Piers and column supports
- Anchoring
- Drainage from under building

Building Structural Connections

- Section to section assembly, alignment, and connection
- Manufactured Home Marriage Line

Plumbing

## Instructions

1. Select the type of work performed
2. Check 'No activity' checkbox if there is no activity performed on the certificate (As per the statute you are supposed to report the use of certificate whether you have performed activity or not)

## Key Points

The fields are displayed based on the type of license.

# Submit Certificate Reports

Arizona Department of Housing

Search My Profile Logout

Other

Mobile Home Rehabilitation

Gas

Electric

Gas Appliance Compartment Lined

Egress Windows

Smoke Detector

Permit Number

Search...  Permit Number not Found in Lookup

\*Owner Name

\*Serial Number

\*Date Installed

Installation Address

\*Street Address

\*State

\*City

\*Zip/Postal Code

Save Save and Exit **Submit**

## Instructions

Populate all the reporting details for the certificate and click **Submit**.

## Key Points

No key points.



# Certificates Lost or Damaged



# Certificate Lost or Damaged

The screenshot shows the ADOH dashboard for 'Manage Certificates and Labels'. The left sidebar contains a navigation menu with the following items: Dashboard, Permits, Inspections, Plan Review, Certificates and Labels (highlighted with a red box and a red '1'), Complaints and Appeals, Purchase History, and Acknowledgement. The main content area is titled 'Manage Certificates and Labels' and contains several quicklink cards. The 'Certificate Lost or Damaged' card is highlighted with a red box and a red '2'. The cards include: 'Request Certificates', 'Request HUD label', 'Submit Certificate Reports', 'All Application(s)', 'All Certification(s)/Label(s)', 'Certificate Lost or Damaged', and 'Need Modification'. Each card has a corresponding button to click.

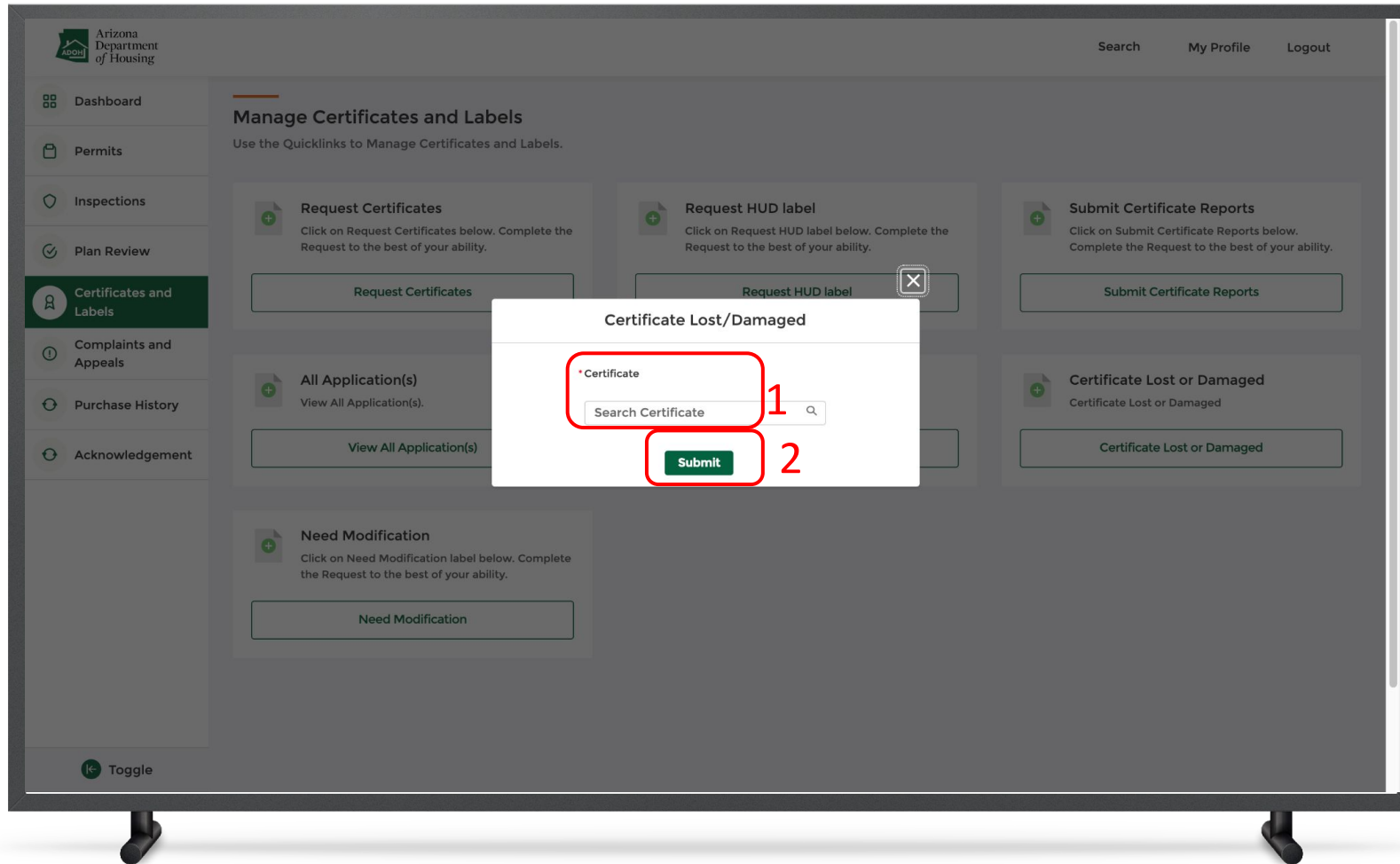
## Instructions

1. Click the **Certificates and Labels** tab from the toggle menu bar
2. Click **Certificate Lost or Damaged**

## Key Points

As soon the certificate is indicated as lost or damaged, the system will automatically change the status of the certificate to "Invalid." From that date on, there will not be any reports due for that particular certificate.

# Certificate Lost or Damaged



## Instructions

1. Search for the certificate from the drop-down list
2. Click the **Submit** button



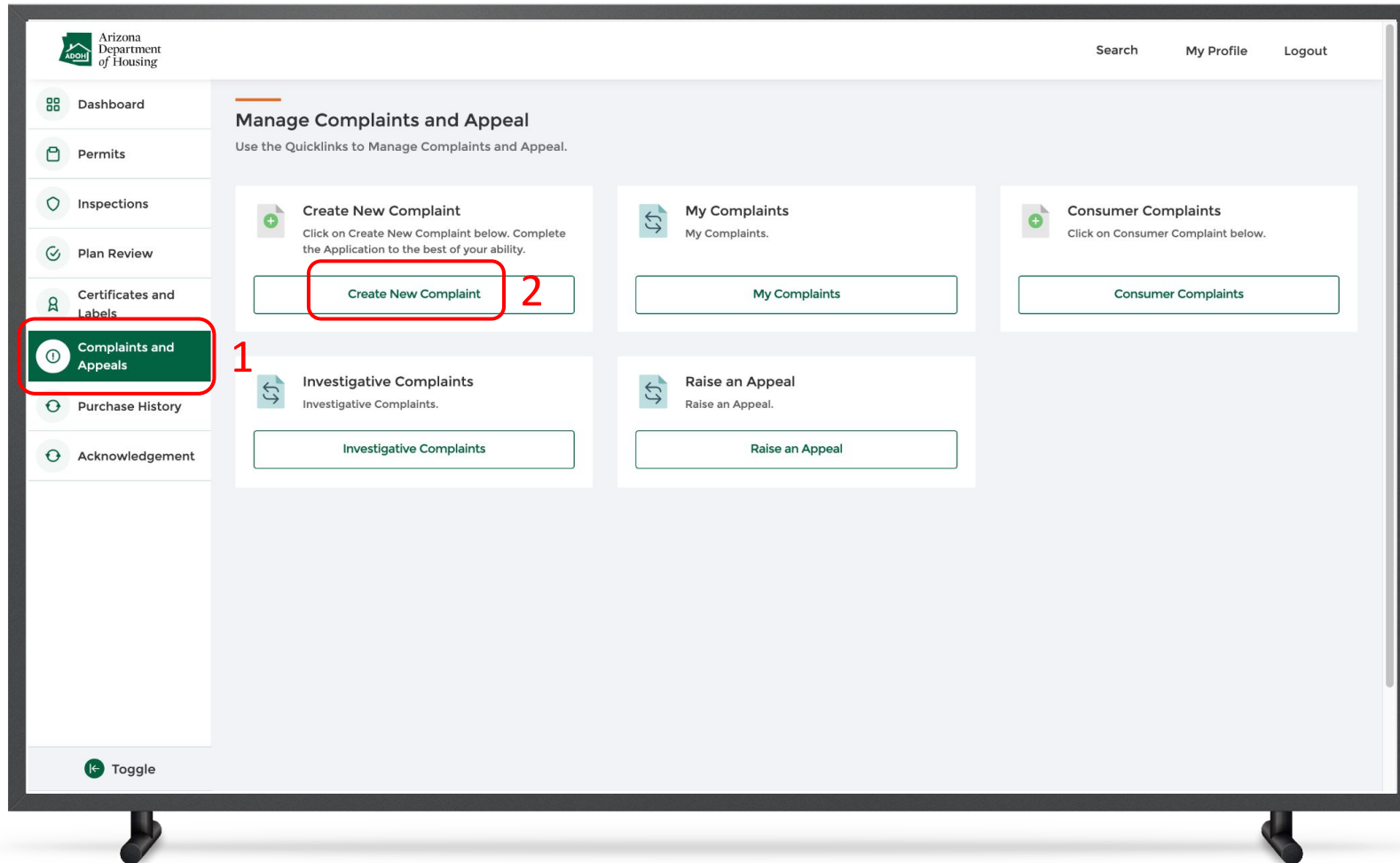
## Key Points

You can see a success message on the screen notifying the certificate has been indicated as lost or damaged.



# Complaints and Appeals

# Complaints and Appeals



## Instructions

1. Click Complaints and Appeals tab from the toggle menu bar
2. Click Create new Complaint

## Key Points

No key points.

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

## Consumer Complaint

- 1 Identification Information
- 2 Licensee Information
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

### Identification Information

Complainant Name  
Tenant Test

Email  
prakruthi.kairamkonda+tt@mtxb2b.com

1 Daytime Phone

Work Phone

2 Mailing Address

Search Address

Street Address

Suite/Apt Number

City

State/Province

Zip/Postal Code

## Instructions

1. Populate complainant Phone Number
2. Populate Mailing Address

## Key Points

No key points.

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Country  
United States

Unit Address  
 Same as Mailing Address

Search Address

Street Address

Suite/Apt Number

City

State/Province  
Arizona

Zip/Postal Code

Country  
United States

Name of Mobile Home Park or Subdivision (if applicable)

Back Next Save and Exit

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## Instructions

1. Check the 'Same as Mailing address' box if the Unit Address is same as Mailing Address (If not, you need to enter Unit address as well)
2. Click Next

## Key Points

No key points.

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

## Consumer Complaint

- 1 Identification Information
- 2 Licensee Information**
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

### Licensee Information

**Manufacturer Company**

License cannot be located in the search

Search by license number or Search By Manufacturer Name

Search by license number or Search By Manufacturer Name

License

**Dealer License**

License cannot be located in the search

Search by license number or Search By Dealer Name

Search by license number or Search By Dealer Name

License

**Installer License**

License cannot be located in the search

Search by license number or Search By Installer Name

Search by license number or Search By Installer Name

License

## Instructions

Search for Manufacturer License, Dealer License and/or Installer Licenses using the respective search fields.

## Key Points

- You can associate either of three or all the three Licenses to the complaint
- You can search by the License number or by the Name

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

3 Unit Information

4 Document Upload

5 Complaint Details

6 Acknowledgement

License cannot be located in the search

Search by license number or Search By Manufacturer Name

Search by license number or Search By Manufacturer Name

License

**Dealer License**

License cannot be located in the search

Search by license number or Search By Dealer Name

Search by license number or Search By Dealer Name

License

**Installer License**

License cannot be located in the search

Search by license number or Search By Installer Name

Search by license number or Search By Installer Name

License

Back Next Save and Exit

[Privacy Policy](#)

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## Instructions

Scroll down and click Next to continue.

## Key Points

No key points



# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

## Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- 3 Unit Information**
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

### Unit Information

The Unit is  
New

Serial Number

Purchase Date  
Jan 1, 2022

Installation Date  
Jan 7, 2022

Unit Type

- Mobile Home**
- Manufactured Home
- FBB
- Park Model
- Other Recreational Vehicle

## Instructions

1. Populate Unit Information
2. Select Unit Type from the dropdown list

## Key Points

- If you have selected a Unit Type that is not eligible to file a complaint, you will see a note: 'This department does not regulate. If you have made an error please go back and select the correct Unit Type'
- Consumer will be eligible raise a complaint after 1 year from the Unit's date of Purchase or Installation (whichever date is later)

# Complaints and Appeals

The screenshot shows the 'Consumer Complaint' form on the ADOH website. The form is titled 'Unit Information' and contains several fields: 'The Unit is' (dropdown menu with 'New' selected), 'Serial Number' (text input), 'Purchase Date' (calendar icon, 'Jan 1, 2022'), 'Installation Date' (calendar icon, 'Jan 7, 2022'), and 'Unit Type' (dropdown menu with 'Mobile Home' selected). At the bottom right of the form, there are three buttons: 'Back', 'Next', and 'Save and Exit'. The 'Next' button is highlighted with a red rectangular box.

## Instructions

Click Next

## Key Points

No key points

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

## Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- ✓ Unit Information
- 4 Document Upload**
- 5 Complaint Details
- 6 Acknowledgement

### Document Upload

Document Name	Upload Action	Uploaded Documents
Copy of Consumer Cosmetic Walk-through Form	<input type="button" value="Upload Files"/>	
Map of Home Location	<input type="button" value="Upload Files"/>	
Copy of Purchase Agreement/Contract and/or Addendum/ Change Order *	<b>1</b> <input type="button" value="Upload Files"/>	
Any emails/documents to support your claims	<input type="button" value="Upload Files"/>	
If Seller, upload the listing agreement	<input type="button" value="Upload Files"/>	
Escrow Documents *	<input type="button" value="Upload Files"/>	

**2**

## Instructions

1. Click Upload Files and upload supported documents
2. Click Next

## Key Points

Purchase Agreement/Contract and/or Addendum/ Change Order document(s) is mandatory.

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

## Consumer Complaint

- Identification Information
- Licensee Information
- Unit Information
- Document Upload
- 5 Complaint Details**
- 6 Acknowledgement

### Complaint Details

List issues with the home or building numerically and please write legibly. Provide a brief description of the issue(s).

**DO NOT provide lengthy storylines.**

Serial No.	Issue Description	Remove
1.	Test issue	

**1**

**2**

**3**

Back Next Save and Exit

Add Issue

## Instructions

1. Describe your issue in the Issue Description field
2. Click Add Issue if you want to register another complaint/issue individually
3. Click Next

## Key Points

No key points.

# Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

## Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- ✓ Unit Information
- ✓ Document Upload
- ✓ Complaint Details
- 6 Acknowledgement

### Acknowledgement

I hereby give my permission to send a copy of this complaint to the licensee(s) involved, and if this office verifies my complaint, I agree to allow the licensee(s) to make appropriate corrections. By entering my name below I am authorizing the Department to receive my formal complaint and consider it as a form of my signature

Name  
Test Tenant

Back Submit

## Instructions

1. Check the Acknowledgement box
2. Enter your Name
3. Click Submit; the complaint will be filed

## Key Points

No key points.



Arizona  
Department  
of Housing

This Concludes AZ MHBD Salesperson (Invite Only) - Portal User Guide

**THANK YOU**

